



USAID
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DIGITAL OPPORTUNITY THROUGH TECHNOLOGY AND COMMUNICATION PARTNERSHIPS-POLICY (DOT-GOV)

FINAL REPORT

Final Report
21 September 2001 - 20 September 2006

USAID/EGAT/E&I/ICT; USAID/WID
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Submitted to;

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I. EXECUTIVE SUMMARY

The “*Digital Opportunity through Technology and Communication Partnerships-Policy*” (dot-GOV) Leader with Associates Cooperative Agreement was awarded on 21 September 2001 and suspended work on 31 March 2006 due to a lack of funds. The total estimated obligation was USD \$4,000,000; by 31 March 2006 \$3,828,500 had been obligated to dot-GOV. The match requirement for the full estimated obligation was USD \$1,995,376; Internews Network reported a match of \$2,171,745 to USAID in September 2005.

At this date, the Cooperative Agreement is formally scheduled to close on 20 September 2006. The Project was implemented by Internews Network with subcontractors and in close coordination with U.S. government offices including USAID Missions, the U.S. Department of State, the U.S. Federal Communications Commission, the U.S. Department of Justice and U.S. Embassies. A budget modification was submitted to USAID/EGAT/E&I/ICT in March 2006 and is under consideration to adjust the budget according to the requests made by USAID/EGAT/E&I/ICT.

The Project completed all activities and support for Associate Awards awarded through the dot-GOV Leader with Associates Cooperative Agreement by 31 March 2006, with the exceptions of (a) Associate Award “egov Macedonia” (ACA # 165-A-00-04-00102-00 awarded by USAID/Macedonia through USAID/RSC/RCO Budapest. A budget modification was approved which allowed for adequate home office support replacing the dot-GOV Leader contribution; and (b) the subcontract to Washington State University for the NetTel at Africa Cooperative Agreement #GDG-A00-02-00008-00, which will close 31 December 2006 and only requires accounting oversight support.

dot-GOV exceeded the expectation of USD \$10 million awarded through Associate Cooperative Agreement awards; the total amount awarded was USD \$13,087,199. Additionally, a total of USD \$987,279.28 was awarded through subcontracts and grants

through other contractors or U.S. government offices approved by the dot-GOV CTO to be implemented through the dot-GOV program.

dot-GOV achieved USAID objectives on a demand driven basis through five modes:

1. **Forty-nine** country specific activities undertaken through the Leader Award by request from a USAID Mission.
2. **Fifty-two** proposals prepared at the suggestion or direct request of USAID/EGAT/E&I/ICT or USAID/Mission staff
3. **Twenty-eight** regional activities through the Leader Award done at the request of USAID, the U.S. State Department, and U.S. Department of Justice.
4. **Six** Associate Cooperative Agreements on a country or regional basis, funded by USAID Missions and with home office backstopping through the dot-GOV Leader Award.
5. **Five** activities undertaken by dot-GOV through subcontracts or awards from other U.S. government offices with concurrence of the CTO.
6. Annual Activities undertaken with the dot-COM Alliance (dot-GOV, dot-ORG, and dot-EDU), including the dot-COM Alliance website (www.dot-com-alliance.org), articles for the dot-COMMENTS Newsletter, an annual report to the USAID/Women in Development Office, and planning and presentations at the Annual Technical Advisory Group meeting.

II. Lessons Learned

ICT applications for development depend upon a policy framework for sustainable and expanding use.

This phrase sums up the importance of the investment USAID made through dot-GOV to the building the pervasive and inexpensive use of and access to telephones, cell phones, and computers to improve education, health, civil society, government services, open media, economic growth, agricultural production, natural resource management, women's role in society and a push toward greater information sharing and communication throughout communities, societies and regions.

An ICT (including telecommunications and the Internet) policy framework following international best practices codified in the documents such as telecommunications reference paper for the World Trade Organization, the convention on cyber crime, (among others) has demonstrated in each case the positive impact an liberalized market and transparent regulatory regimes have on the use of ICTs and the development of ICT as a sector.

From 2001 onward each year dot-GOV saw an increase of interest in ICT policy reform because of an increasing demand for services, information and opportunities provided

by cheap, affordable and pervasive access to the Internet, through the cell phone, handheld device or computer. There is no doubt that each component of the dot-GOV program has made an impact by stimulating governments, the private sector, civil society organizations, and educational institutions to pay attention to the need for a transparent policy development process and a coherent technology-neutral ICT legal environment that promotes investment and use. At the same time, new issues, such as protection of privacy for citizens and the security of government data and economic information have to be faced alongside the potential abuses of an open information and communications regulatory regime.

The choices governments and citizens face are not easy ones. dot-GOV activities covered a wide range of policy issues that fundamentally change the environment and competitiveness of the ICT market, and by doing so, the relationship between the state and the citizen and the state and the private sector. Issues that warranted special included:

- universal access
- public-private partnerships for e-government
- digital signatures
- interconnection
- cyber crime legislation
- information security
- the creation of computer emergency response teams
- engagement of private sector business associations and civil society organizations
- capacity building of regional regulatory associations
- on-line learning within educational institutions with a particular focus on women and rural populations.

Each year these themes matured because of international dialogue on ICT policy issues and market forces driving the growth of the global communications and information economy continue to accelerate.

The following topics reflect the results from specific dot-GOV activities.

1. Government. The hunger of governments and policymakers to enter the information technology market and their need for technical assistance to foster an enabling policy environment following international best practices is profound. Whether to encourage competitiveness, expand trade by joining the World Trade Organization, join the European Union, engage with a regional trading association or pursue a bilateral trade agreement, this desire to adapt national policy to a common body of knowledge is an unprecedented opportunity for international cooperation.

Regulators. The need is most acute among regulators who deal with establishing market competition (licensing, dispute resolution) and face issues that impact national

security (such as spectrum management, information security, and discouragement of cyber crime). Regulators desire to draw on a body of established practice, to see how other countries handle the same questions. As importantly, given growth of digital convergence more regional discussion is needed to reduce potential conflict.

Ministries. For Ministries tasked with telecommunications, information and communication technology, the challenge is evolving into a policy advisory body from a controlling entity that also was formerly the telecommunications operator or closely aligned. This change requires a reorientation of staff to accommodate a policy development and analysis role to encourage a more competitive market and the use of ICTs within other economic sectors.

The forging of new relationships, with such as with the Ministries of Education, Interior, Civil Administration, Finance, or Justice to ensure legislation is beneficial to the economy as a whole as well as the ICT sector is also a new role. It also entails the training of staff in the use of e-government applications and in understanding need to adopt a fundamental policy framework to support e-government applications. This training extends beyond the Ministry outward to sublevels of government from province or state to municipality.

2. Private Sector. The eagerness of the nascent or developing private sector to engage with government on policy reform if given a chance, within the specific context of a triggering event (privatization of the dominate operator, or the spread of new technologies (cell phones, blackberries) or connectivity (wireless and satellite) is a critical resource for a country. Even if emerging from a post conflict environment, tapping into the energy of local entrepreneurs is essential for the ICT market to develop as well as the capacity of the sector to innovate.

Regardless if new ICT technologies are only used by a small portion of the population, the demand for a policy environment that allows for technologies to be acquired with ease gives the private sector a credible voice with government. As well, the wealth building potential and opportunities to create jobs within ICT services and industries provides the private sector with a legitimate consultative role with government on policy issues. To paraphrase Professor Richard Heeks, the key factor is encouragement of the datacenter, not just the telecenter.¹

Training. Training and education in ICTs-from engineering, management of services to specialized areas of law-are key to sustaining growth and development of the private sector outside the capital city. ICT business associations play a key role in helping guide the development of specialized training institutions as well as motivating universities and high schools to develop appropriate curriculum. The private sector and

¹ Heeks, Richard. "ICTs and the MDGs: On the Wrong Track?", p. 5 Richard Heeks, Development Informatics Group, University of Manchester, UK, 2005 (Richard.heeks@man.ac.uk)

training institutions can serve as a collective voice to government for developing the next generation, to include both young women and men.

Media. Use of commercial media of ICT tools is an important driver of private sector involvement in policy issues. Either through investment in ICT services or use of ICTs (blogs, online newspapers, Internet radio, cell phone messages), the media have an increasingly important voice in the development of the ICT services sector. The use by media of ICT tools for reporting forces government to engage media on freedom of expression in new ways. Media use of ICTs provides for a two-way dialogue with citizens that is still largely uncharted.

3. Civil Society Organizations. The need to include civil society actors in a consultative dialogue on policy issues is crucial for government credibility in promotion of an “information society.” Internet openness issues are at the heart of a society moving toward more democratic institutions and seeking to remove corruption from government and commercial transactions. Privacy of data, intellectual property, identity protection, filtering and censorship issues are key areas where citizens of a country are demanding credibility on ICT policy from their government.

If given an opportunity, civil society organizations will join with the private sector in constructive dialogue with government but also provide meaningful direction. The ability to maintain websites, discussion blogs and contribute comments to draft legislation are important indicators of how engaged civil society actors are debate over ICT issues and how free cyber space is from overt government control.

4. The Individual. The importance of consumer behavior in the ICT sector is apparent when the individual has a choice of services to communicate (the telephone) or gather and share information (such as the Internet), and this choice can deeply affect the success of a new service or sales of a device. The competitiveness of an ICT market can be measured in the diversity of services offered to consumers and also failure of ICT businesses when consumers have choice over price and quality. Hitherto not a dominant factor in most developing economies, consumer behavior regarding ICTs offers policy challenges that all countries are confronting, regardless of developmental ranking.

Internet access points and cell phone coverage are key to consumer use of ICTs, no matter where the service is offered. Cybercafes will flourish if connectivity is fast enough and privacy issues are addressed. Community telecenters built with resources from donors or sustained through Universal Service Obligation Funds can allow support of on-line learning and community services that can be difficult to provide in the commercial gaming atmosphere of a Cybercafe. Cell phones provide the easiest means of connectivity and information sharing, where the SMS feature is used by citizens to monitor government behavior, during an election or when groups come into conflict with government, or need to share information with a government agency during a natural disaster or emergency.

II. BACKGROUND

During implementation, the Leader Award was referred to as “dot-GOV” Project. dot-GOV was approved on 21 September 2001, right after the 11 September 2001 catastrophe. Hence the original approved proposal and model for project implementation was not practical as USAID/EGAT/E&I/ICT was asked to meet the specific and rapidly changing needs of Missions and Bureaus in the post-9/11 environment. Hence the USAID/EGAT/E&I/ICT Senior Telecommunications Advisor was designated as “dot-Gov Manager” acting for the CTO from 21 September 2001- to 26 February 2004, when a new CTO was officially designated for dot-GOV.

The dot-GOV activities were designed on a demand-driven basis from USAID Missions, USAID/Washington Bureaus, the U.S. Department of State, the U.S. Department of Commerce (the USAID Digital Freedom Initiative) and U.S. Department of Justice. As such, most of the activities approved for implementation through the Leader Award were designed and initially negotiated by the Senior Telecommunications Advisor (STA) up to February 2004.

As well, the dot-GOV team provided the STA with proposals on a consistent basis on requests from Missions, which the STA then tried to move forward with the Missions and Bureaus. In many cases, the STA requested that dot-GOV provide specific experts for workshops and to co-fund meetings, workshops and conferences in order to raise awareness of the central relationship between ICT policy reform (telecommunications and the Internet) to the use of ICT tools in development applications.

The STA and CTO also regularly relied upon the USAID/ANE Internet Advisor and USAID/Africa manager of the Leland Initiative for technical direction for dot-GOV activities. The CTO provided concurrence for all dot-GOV activities.

For these reasons, the dot-GOV Cooperative Agreement was not implemented as per the original approved agreement. As well, the partners for each activity were primarily selected and concurred with by the STA. Therefore, the original partners proposed for dot-GOV activities were used on a limited basis as they were proposed for a program with a different focus. After February 2004 the CTO played a larger role in providing direct concurrence.

Detailed reports for each activity were provided to the CTO and/or the STA after each activity was completed who made sure other interested parties also had the information. Articles were written on high impact activities for the dot-COMMENTS newsletter which was issued on a quarterly basis. These articles can be found at www.dot-com-alliance.org dot-Comments archive. Additionally, reports of activities funded through the Leader Award and associate Cooperative Agreements are archived in the library maintained on the www.dot-com-alliance.org website. All final and relevant reports for Associate Awards were sent to the USAID Development Experience Clearinghouse (<http://dec.usaid.gov>).

As well, when appropriate, the Missions were provided with the information directly. Therefore this final report summarizes the previous work already reported on an individual activity level and on an annual level (through the annual Technical Advisory Group meeting and Annual Report to the Office of Women in Development).

III. OBJECTIVE

On a demand-driven basis, dot-GOV helped build the context-specific needs-based policy and regulatory environment needed to promote private investment, competition, and affordable ICT access, especially for rural and low-income populations. dot-GOV provided technical assistance to draft laws pertaining to telecommunications and cyber crime, building regulatory capacity, promoting an open and secure Internet, remove policy barriers to e-commerce and formulate e-government strategies and solutions. This objective remained relevant throughout the life of the project.

IV. DESCRIPTION OF COUNTRY-SPECIFIC PROJECT ACTIVITIES

A. LEADER AWARD ACTIVITIES

The Project activities took place in the following countries; local and international sub contacting partners are also listed

1. Activities 2001-2002:

a. Pilot Activities

- Travel and logistics enabling three staff from the Afghan Ministry of Communications to attend a USAID telecommunications liberalization workshop, Rabat, Morocco.
- Travel and logistics enabling four staff from the Afghan Ministry of Communications, to receive training on telecommunications through the U.S. Telecommunications Training Institute (USTTI) at the U.S. Federal Communications Commission (FCC).
- Provided telecommunications expert Mr. William Garrison (Kenan Institute) to USAID/Lebanon.
- Provided travel logistics for Mr. Syamsul Muarif, Indonesian Ministry of Communications to Harvard University to present Indonesian Telecommunications policy reform progress.
- Provided logistical support and experts to the APEC/Tel and DOJ Workshop on Legal Arrangements for Combating Cyber Crime, Moscow, Russia
- Provided travel funds for Mr. Alisher Davlatov, Technical Director, Tajikistan Academic Research and Educational Networking Association to attend a Satellite Communications Networking workshop held by the North Atlantic Treaty Organization (NATO) in Budapest, Hungary.
- Provided telecommunications expert, Mr. William Garrison (Kenan Institute) to USAID/Egypt to provide an assessment of technical assistance gaps to assist ICT policy reform, Cairo, Egypt.
- Provided telecommunications regulatory experts Mr. Brian Goulden and Mr. James A. Riley to help organize and present at the Rural Access workshop co-sponsored by USAID/Namibia.
- Romania Information Technology Initiative: Policy Project implementation.

- Rwanda Telecommunications and IT Sector Legal and Regulatory Reform Project implementation (partners: Center for Democracy and Technology and the JPJ group).
- NetTel Africa Project Implementation supervision/oversight of subcontract to Washington State University.

b. Proposals to Missions as per Leader Award and USAID/EGAT

- Global Development Alliance-Pakistan proposal submitted to USAID/GDA with dot-Org and dot-EDU.
- Southern Africa ICT Policy and Regulatory Support Project (SIPRS) Project proposal submitted to USAID/RSCA, Gaborone, Botswana.
- Romania Information Technology Initiative: Policy proposal submitted to USAID/RCSA, Budapest, Hungary and USAID/Romania.
- Rwanda Telecommunications and IT Sector Legal and Regulatory Reform Project proposal submitted to USAID/Rwanda (partners: Center for Democracy and Technology and the JPJ Group).
- NetTel at Africa proposal submitted to USAID/Africa Bureau and USAID/RCSA (partner: Washington State University).
- Ukraine Telecom Policy proposal submitted to USAID/EGAT/E&I/ICT and USAID/Ukraine.
- Uzbekistan ICT Policy proposal submitted to USAID/EGAT/E&I/ICT, USAID/Uzbekistan, and USAID/Kazakhstan (partner: Center for Democracy and Technology).
- Central Asia Regional ICT policy reform concept proposal submitted to USAID/EGAT/E&I/ICT.
- Government-Business-Government concept proposal on e-government and e-procurement Workshops proposal submitted to USAID/EGAT/E&I/ICT.
- Trade and Telecommunications workshop concept proposal submitted to USAID/EGAT/E&I/ICT.
- Bosnia Telecommunications and ICT Policy reform concept proposal submitted to USAID/EGAT/E&I/ICT.
- Belarus Internet Policy concept proposal submitted to USAID/EGAT/E&I/ICT.

- Bulgaria Telecom and ICT Policy proposal submitted to USAID/EGAT/E&I/ICT and USAID/Bulgaria (partner: Center for Democracy and Technology).
- Mali Telecom and Internet Policy concept proposal submitted to USAID/EGAT/E&I/ICT and USAID/Mali.
- Ethiopia Telecommunications Policy Reform Policy concept proposal submitted to USAID/EGAT/E&I/ICT, USAID/Africa Bureau, and USAID/Ethiopia (partner: Computer Frontiers Inc.).
- Senegal Telecom and Internet Policy proposal submitted to USAID/EGAT/E&I/ICT, USAID/Africa Bureau, and USAID/Senegal.
- Uganda Telecom ICT Policy concept proposal submitted to USAID/EGAT/E&I/ICT, USAID/Africa Bureau, and USAID/Uganda (partner: Computer Frontiers Inc.).
- Pakistan Telecommunications Privatization concept proposal submitted to USAID/EGAT/E&I/ICT.

2. Activities 2002-2003:

a. Pilot Activities

- Provision of telecommunications tendering expert, Mr. Bary Azmi, to the Afghan Ministry of Communications, Kabul. Afghanistan.
- Provision of Spectrum Management Expert, Mr. John Murray to the Afghan Ministry of Communications, Kabul. Afghanistan.
- Provision of telecommunications legislation expert, Mr. Greg Hoelscher to the Afghan Ministry of Communications, Kabul. Afghanistan.
- Delivery of e-commerce and trade liberalization workshop to Vietnamese government officials (partner: Kenan Institute), Hanoi, Vietnam.
- Technical assistance to the Nigerian Communications Commission on regulations for the Universal service Fund (partner: National Telecommunications Cooperative Association-NTCA).
- Grant to the Nigerian Media Rights nonprofit organization to promote an Internet exchange point and price reform for greater access to Internet.

- Grant to original dot-GOV proposal partner ARD Inc. for an e-commerce legislation toolkit and guide.
- Provision of Internet and telecommunications policy expert Ms. Paige Anderson (Center for Democracy and Technology) to attend the USAID Jordan USAID ICT Forum.
- Provision of e-business expert consultant, Ms. Judith Payne, to U.S. department of State conference on e-commerce, Tabasco, Mexico.
- Provision of travel funds for the Chair, Namibian Communications Commission Regulator Mr. “Bob” Kandetu to for training at the USTTI and FCC.
- Sub contract to original proposal partner Computer Frontiers, Inc. for an ICT policy reform strategy paper for each of Ethiopia, Kenya for future USAID/REDSO investment.
- Sub contract “Women in Technology” to International Institute for Education for Scholarships for women to study at Cisco Networking Academies in Mongolia, Sri Lanka, Nepal, Bangladesh, Algeria, Morocco, and Tunisia as part of a USAID GDA partnership with Cisco.
- Provision of telecommunications liberalization expert Mr. William Garrison (Kenan Institute) to the 10th Meeting of the Russia CIS/RSS Telecommunications Operators Conference, Moscow, Russia.
- Sub grant to the UN Foundation grant to complete funding for a grant to Equal Access to provide digital radios and programming to at-risk women and young girls in Nepal.
- Sub grant to original dot-GOV proposal partner IRIS, University of Maryland for an e-commerce policy readiness tool, using one case study, Mexico.
- Provision of travel funds for two keynote speakers, Mr. John Gage and Mr. David Binetti, and assistance with logistics for the U.S. Department of State “Implementing e-government conference,” Washington, D.C.
- Provision of logistical support and travel funds for the APEC/Tel and U.S. Department of Justice Southeast Asia First Regional Expert Meeting on Legal Arrangements for Combating Cyber Crime (partner: Kenan Institute-Asia), Bangkok, Thailand.

- Provision of travel funds to allow U.S. Department of Justice staff to provide an intensive workshop for Thai policymakers on the status of Thai cyber crime legislation, Bangkok, Thailand.
- Provision of Mr. Brian Goulden, telecommunications regulators capacity building expert and SIPRS Project Director to facilitate meeting of the Common Market for East and Southern Africa, Cairo, Egypt.
- Romania Information Technology Initiative: Policy Project implementation.
- Rwanda Telecommunications and IT Sector Legal and Regulatory Reform Project implementation and close-out.
- NetTel Africa Project implementation supervision/oversight of subcontract to Washington State University.
- SIPRS Project implementation.

b. Proposals to Missions as per Leader Award and USAID/EGAT

- eASEAN I proposal submitted to USAID/ANE Bureau and USAID/EGAT/E&I/ICT.
- Lebanon telecommunications policy reform proposal submitted to USAID/Lebanon, USAID/ANE Bureau, and USAID/EGAT/E&I/ICT.
- East Caribbean ICT policy reform concept proposal submitted to USAID/EGAT/E&I/ICT.
- Kyrgyzstan ICT policy reform concept proposal submitted to USAID/EGAT/E&I/ICT.
- Bangladesh telecommunications and ICT Policy concept proposal submitted to USAID/EGAT/E&I/ICT.
- East Timor ICT policy reform concept proposal submitted to USAID/EGAT/E&I/ICT.
- India ICT policy reform concept proposal submitted to USAID/EGAT/E&I/ICT AND USAID/India.
- Ghana ICT Policy reform concept proposal submitted to USAID/EGAT/E&I/ICT.

3. Activities 2003-2004:

a. Pilot Activities

- dot-GOV Internet Expert Dr. George Sadowsky assisted with Internet Strategy at the Iraq Media Development Policy Conference, Athens, Greece.
- E-Government expert Mr. Ari Schwartz (Center for Democracy and Technology) attended the India e-government symposium at Baramati, India.
- Cyber Crime Symposium, facilitated panel of experts on the relationship between Internet expansion and issues concerned with piracy and cyber crime (dot-GOV organized, sponsored by Interaction and dot-ORG), Washington, D.C.
- Provided travel funds for U.S. Department of Justice staff to deliver cyber crime workshop to Indonesian government, Jakarta, Indonesia.
- Prepared presentation for participation in the first World Summit for the Information Society.
- Documented and supported the NetTel Safari meeting for field testing of ten on-line modules by African regulators, and educators, Gaborone, Botswana.
- APEC/Tel and U.S. Department of Justice First Regional Meeting of Experts on Cyber Crime Legislation, Bangkok, Thailand (partner, Kenan Institute Asia).
- Organized and provided technical specialists to the Arab Regional Alliance of Information Technology Associations Capacity Building Meeting, Dead Sea, Jordan (partners: World Information Technology Services Association, Computer Frontiers, Inc).
- Organized and provided technical specialists from the FCC to Joint Arab Regional Alliance of Information Technology Associations and Arab Telecommunications Regulators Network Professional Meeting on telecommunications policy reform, the Dead Sea, Jordan (partner: iJordan).
- Organized with USAID/Jordan the Annual General meeting of the Arab Regulators Association, the Dead Sea, Jordan (partner: iJordan).
- Provided dot-GOV Internet Expert Dr. George Sadowsky to present at the Southern Africa Internet Forum, Swaziland.
- Provided telecommunications policy expert Mr. William Garrison (Kenan Institute) to USAID/Egypt to review progress on regulatory policy reform, Cairo, Egypt.
- Provided expert Ms. Paige Anderson (Center for Democracy and Technology) to the Jamaica Internet Forum, Ocho Rios, Jamaica.

- Provided travel logistics for staff from the Afghan Ministry of Communications, to attend the USTTI course on Spectrum Management.
- Provided travel and logistics for staff from the Afghan Ministry of Communications to attend the Central Asia Spectrum Training held at the Burns Center, Montana State University, provided travel funds for on FCC staff and expert Mr. Dale Hatfield.
- Provided sub grant to Washington State University for final editing workshop for the “Africadotedu” book produced through the dot-GOV NetTel at Africa Project.
- Romania Information Technology Initiative: Policy Project implementation.
- Southern Africa ICT Policy and Regulatory Support Project implementation and close-out.
- e-ASEAN Project implementation (with sub contract partners QAI-India, GeekCorps/IESC, Cisco Inc., Kenan Institute-Asia, U.S. Department of Justice, ASEAN Secretariat, Research Triangle Institute, Indonet, the Asia Foundation, Mr. Robert Bortner, Mr. Darrell West, Mr. G. Russ Pipe, Mr. Abhishek Jain, DAI, Inc., Mahasaraskham University, Hue University, the Lao American College).
- NetTel Africa Project Implementation supervision/oversight of subcontract to Washington State University.

b. Proposals to Missions as per Leader Award and USAID/EGAT

- Field Support Proposal submitted to USAID/EGAT/E&I/ICT
- Regional International Business linkages Network scopes of work and subcontracts submitted to USAID/EGAT/E&I/ICT AND USAID/ANE.
- Women in Technology Project expansion proposal submitted to USAID/EGAT/E&I/ICT, USAID/WID AND USAID.ANE.
- ASEAN II Proposal submitted to USAID/ANE.
- Iraq Internet Policy proposal submitted to USAID/EGAT/E&I/ICT.
- Cyber crime proposal prepared for Microsoft to co-funding Digital Freedom Initiative aspects to prevent cyber crime in Indonesia.

- Afghan Telecommunications policy proposal prepared for USAID/Afghanistan (partner: Booz Allen Hamilton).
- South Eastern Europe e-government workshop proposal prepared for USAID/EGAT/E&I/ICT (partner: Center for Democracy and Technology).
- Macedonia e-government proposal prepared for USAID/Macedonia (partners: McConnell International and the Center for Democracy and Technology).
- Proposal for South Eastern Europe Cyber Security Conference for USAID/EGAT/E&I/ICT and the U.S. Department of State (partner: Center for Democracy and Technology).

4. Activities 2004-2005:

a. Pilot Activities

- Subcontract from Booz Allen Hamilton to provide telecommunications legislation technical expertise of Mr. Jerker Torngren, RITI: Policy Project Director to USAID/Macedonia.
- Travel, organizational and logistical support to the U.S. Department of Justice for the bilateral Peru “Legal Arrangements for Combating Cyber Crime ” workshop, Santa Clara, Peru (partners: Kallpa, ESIT Tradocciones).
- Logistics and translation support for the APEC/Tel and U.S. Department of Justice Combating Cyber Crime Workshop for the Andean Region, Lima, Peru (partner: ESIT Tradocciones).
- Sub contract provided to Research Triangle Institute to create an extranet website for members of the APEC “Asian Regional Forum;” website hosted by the ASEAN Secretariat and is available to low-band width members of APEC and ASEAN.
- Sub contract to Sonjara Inc. to improve dot-GOV website materials.
- Workshop on the national e-government strategy for the Republic of Macedonia (partners; Mr. Ari Schwartz, Center for Democracy and Technology, Mr. John Adams, Booz Allen Hamilton). NetTel Assessment.
- Provision of planning, logistical and travel support for an FCC Commissioner and other expert speakers for a broadband and universal access workshop for the Arab Regulators Network (ARNET) with the National Telecommunications Regulator Association, the ARNET secretariat, and USAID/ANE, at Sharm El-Sheikh, Egypt.

- Provision of experts Mr. Allan Miller (World Information Technology Services Association) and Mr. Tom Chesney (Computer Frontiers Inc.) for a capacity building and strategic planning workshop for the IJMA3 (formerly the Arab Regional Alliance of Information Technology Association), Sharm El-Sheikh
- Provision of an FCC Speaker on the role of the regulator in policymaking and Mr. Eric Johnson (Internews Network) on e-commerce and the Internet at ICT Policy Forum of the Common Market for East and Southern Africa.
- Planning support to USAID/EGAT/E&I/ICT for a Regional Central Asian workshop on Rural Access and Spectrum Management for Almaty, Kazakhstan.
- Evaluation of the Senegal Digital Freedom Initiative provided by consultant Mr. John Mack for USAID/Africa Bureau and USAID/EGAT/E&I/ICT.
- Romania Information Technology Initiative: Policy Project implementation and close-out.
- e-ASEAN Project implementation with sub contract partners QAI-India, GeekCorps/IESC, Cisco Inc., Kenan Institute-Asia, U.S. Department of Justice, ASEAN Secretariat, Research Triangle Institute, Indonet, the Asia Foundation, Mr. Robert Bortner, Mr. Darrell West, Mr. G. Russ Pipe, Mr. Abhishek Jain, DAI, Inc., Mahasaraskham University, Hue University, the Lao American College)
- NetTel Africa Project Implementation supervision/oversight of subcontract to Washington State University.
- eGov Macedonia Project implementation (partner: Center for Democracy and Technology).

b. Proposals to Missions as per Leader Award and USAID/EGAT

- Assisting the Internet in Algeria proposal submitted to USAID/EGAT/E&I/ICT, USAID/ANE, and U.S. Department of State Middle East Partnership Initiative (MEPI).
- Promotion of policies allowing SMS use to reduce loss of human life with Tsunami and natural disasters concept paper submitted to USAID/ANE and USAID/EGAT/E&I/ICT
- Vietnamese women and the Internet proposal submitted to U.S. Embassy/Vietnam through East Asia and Pacific Women's Fund.

- Serbia Telecommunications and Internet policy reform concept proposal submitted to USAID/Serbia and USAID/EGAT/E&I/ICT.
- TRASA Administrative Law reform concept proposal submitted to USAID/RCSA and USAID/EAT/E&I/ICT.
- Ukraine Telecom and ICT policy reform II proposal submitted to USAID/Ukraine and USAID/EGAT/E&I/ICT.
- Kyrgyzstan cyber security concept proposal submitted to USAID/Kyrgyzstan.
- Peru Digital Freedom Initiative telecommunications reform concept paper submitted to USAID/Peru and USAID/EGAT/E&I/ICT.

5. Activities 2005-2006:

a. Pilot Activities

- Provided two experts, Mr. Bal K. Joshi and Mr. Robert Granger of Thamel International to work with the HMG ICT Commission, the Computer Association Nepal, and USAID/Nepal on e-Payment web portals and need for an enabling digital signature policy infrastructure, Kathmandu, Nepal.
- Provided an e-signatures expert, Ms. Paula Bruening (Center for Democracy and Technology) to assist the drafting party for digital signatures to enable e-government applications and e-commerce (partner: USAID STAR Project implemented by DAI, Inc.).
- Provided dot-GOV Resident Advisor Ms. Mary Muiruri to provide a Letter of Finding gap analysis to assist USAID/Madagascar determine where to provide assistance for expansion of e-government.
- Provided dot-GOV Resident Advisor Ms. Mary Muiruri to provide a Letter of Finding gap analysis to assist USAID/Kenya determine where to provide assistance for expansion of e-government.
- e-ASEAN Project implementation and close-out with sub contract partners QAI-India, GeekCorps/IESC, Cisco Inc., Kenan Institute-Asia, U.S. Department of Justice, ASEAN Secretariat, Research Triangle Institute, Indonet, the Asia Foundation, Mr. Robert Bortner, Mr. Darrell West, Mr. G. Russ Pipe, Mr. Abhishek Jain, DAI, Inc., Mahasaraskham University, Hue University, the Lao American College).
- NetTel Africa Project Implementation supervision/oversight of subcontract to Washington State University.

- eGov Macedonia Project implementation (partner: Center for Democracy and Technology).

b. Proposals to Missions as per Leader Award and USAID/EGAT

- Morocco Internet Development concept paper submitted to U.S. Department of State Middle East Partnership Initiative.
- Algeria Internet Development Refunding Refunding proposal submitted to U.S. Department of State Middle East Partnership Initiative.
- REDSO Anti-Corruption e-government component proposal submitted via ARD, Inc. to USAID.
- Proposal to provide technical assistance for e-procurement submitted to USAID/Kenya.
- Proposal to create an government knowledge map, toolkit, and training materials in coordination with USTTI and USAID submitted to the infoDev program, the World Bank.
- Proposal to provide third country training (Kenya) for Sudanese Diaspora Regulators proposal submitted to USAID/REDSO.
- Malawi Anti-Corruption e-government component proposal submitted to PADCO, Inc.

6. Leader Award Country investments

The following table is a summation of the investments made in 49 countries by dot-GOV. Insert table of country investments. This table illustrates the breadth of the efforts by USAID and dot-GOV to provide as much assistance as was feasible to countries interested in ICT policy reform. Note that some of the countries were host to regional activities (Jordan, Botswana, Egypt), while the rest had some form of dot-GOV activity or field research with the Mission and government.

Table 1. Leader Award Expenditures by Country 9/21/2001- 3/31/2006

Country	Country Code	Cumulative expenditures to 3/31/2006
Afghanistan	AF	\$444,181
Romania	RO	\$379,810
Vietnam	VN	\$295,555
Nepal	NP	\$247,098
Botswana	BW	\$239,304
Jordan	JO	\$192,762
Rwanda	RW	\$196,192
Egypt	EG	\$181,642
Algeria	DZ	\$174,807
Indonesia	ID	\$121,307
Nigeria	NG	\$108,180
Macedonia	MK	\$107,353
South Africa	ZA	\$89,199
Namibia	NA	\$86,008
Thailand	TH	\$71,706
Kenya	KE	\$67,555
Peru	PE	\$64,140
Bulgaria	BG	\$61,746
Morocco	MA	\$61,281
Mexico	MX	\$55,068
Senegal	SN	\$52,714
Russia	RU	\$45,336
Lebanon	LB	\$42,343
Ukraine	UA	\$41,842
Bangladesh	BD	\$41,251
Sri Lanka	LK	\$36,943
Laos	LA	\$30,972
Tunisia	TN	\$31,963
Philippines	PH	\$30,483
Mongolia	MN	\$28,582
Jamaica	JM	\$28,302
Greece	GR	\$21,229
Cambodia	KZ	\$20,647
Madagascar	MD	\$19,415
Malawi	MW	\$18,526
Kazakhstan	KZ	\$18,220
Sudan	SD	\$16,589
Mali	ML	\$16,306
Uzbekistan	UZ	\$13,578
India	IN	\$12,238
Pakistan	PK	\$7,772
Albania	AL	\$1,885
Kyrgyzstan	KG	\$1,275
Azerbaijan	AZ	\$1,214
Tajikistan	TJ	\$879
Sierra Leone	SL	\$490
Mozambique	MZ	\$421
Ethiopia	ET	\$393
Bosnia	BA	\$294

B. DOT-GOV ASSOCIATE COOPERATIVE AGREEMENTS

The following is a table of the Associate Cooperative Agreements awarded through contracting provisions made possible by the dot-GOV Leader Award.

Table 2. Associate Cooperative Agreements Awarded through the Leader Award

Country/Region	Associate Cooperative Agreement Number awarded through the dot-GOV Leader Award	Estimated Obligation and Actual Obligation as of 31 March 2006	Dot-GOV Leader Award contribution	Dates
Rwanda ICT Legal and Regulatory Reform	CA-696-A-00-02-00108-00	USD \$99,985	USD \$83,701	18 March 2002 – 28 February 2003
Romania Information Technology Initiative: Policy (RITI: Policy)	CA-186-A-00-02-00101-00	USD \$1,432,689	USD \$161,575	21 May 2002 – 30 September 2005
Southern Africa ICT Policy and Regulatory Reform Support (SIPRS)	ACA-690-A-00-03-00037-00	USD \$1,413,235 Actual as of 3/31/2006 USD \$800,000	USD \$116,096	XX November 2003 – 23 February 2004 <i>see subcontracts below</i>
NetTel at Africa	GDG-A-00-02-00008-00	USD \$3,994,987; Actual as of 3/31/2006 USD \$3,200,000	USD \$47,037	1 June 2002– <i>ongoing</i> , scheduled close 31 December 2006
e-ASEAN	RAN-A-00-03-00050-00	USD \$1,432,689	USD \$171,580	27 August 2003 – 30 December 2005
eGovt Macedonia	ACA-165-A-00-04-00102-00	USD \$4,950,191 Actual as of 3/31/2006 USD \$2,499,122	USD \$32,924	14 September 2004 – <i>ongoing</i> scheduled close 13 September 2009

C. USAID FUNDED SUBCONTRACTS AND AWARDS FROM U.S. GOVERNMENT AGENCIES

The following is a table of the other sub-contracts and awards made to dot-GOV with CTO concurrence that could not or were not provided through the Leader Award provisions for various reasons but were deemed by USAID as important to the dot-GOV Program. All of the subcontracts required that the dot-Gov Internews program provide reports directly to the contractors, hence these reports were not made available directly to the dot-GOV CTO, but are available from the contractor via the referenced award number below.

Table 3. Other USG Funded-dot-GOV Activities

Country/Region/Project Name	Subcontractor or Award Number	Amount	Dot-GOV contribution	Dates
SIPRS Close-out	SETA Corp Contract #	USD \$220,000		24 February

Subcontract to Internews Network dot-GOV program from SETA Corp.	03081401-4332 MOD 2 for ACA-690-A-00-03-00037-00			2004 -30 June 2004
SEE Cyber Security Conference Subcontract to Internews Network dot-GOV program from SETA Corp	SETA Corp Contract #03081401-4332	USD \$95,859	USD \$32,712	August 2003- July 2004
Subcontract to Internews Network dot-GOV program from General Dynamics	General Dynamics Task Orders 20031020-ICT-GD/PM/MISC/056,57,060	USD \$94,791.28	USD \$5,446	December 2003- February 2004
Assisting the Internet in Algeria	S-NEAPI-05GR-126 MEPI	USD \$566,436	Non USG Cost share USD \$3,562; dot-GOV contribution USD \$93,578	30 December 2004 - 31 March 2006
Macedonia Telecommunications Policy Reform	Booz Allen Hamilton subcontract #80222CBS24	USD \$10,193	USD \$18.00	September 2005

D. TECHNICAL ADVISORY GROUP MEETINGS

Annual TAG Meetings: 2002, 2003, 2004, 2006

The dot-COM Alliance, working through the Secretariat and with concurrence from USAID/EGAT/E&I/ICT was mandated to hold a Technical Advisory Group Meeting. This meeting was to share with USAID the results of each year's activities and to get outside perspective from the Technical Advisory Board members for each of the members of the dot-COM Alliance.

The Technical Advisory Group for dot-GOV originally included Dr. Peter Cowhey, Dr. Vint Cert, Dr. Elliott Maxwell, Charles Kenny and Mr. Mike Nelson. Dr. Cert had to excuse himself because of scheduling conflicts during the annual TAG meeting. Each year the TAG reaffirmed the direction of dot-GOV in focusing on the policy reform process and the need to ensure a stakeholder group was working with regulators. The groups consistently stressed the need to build a dialogue with regulators and the private sector (including civil society groups) and advise Ministries to move to into a policy development position to assist the telecommunications market liberalization process. The TAG also emphasized the inevitable blending of telecommunications policy with ICT policy reform, given digital convergence through new bundled technologies.

The TAG played an important role in providing an independent voice that emphasized the need to continue to press for ICT policy development and reform through USAID technical assistance, and the dot-GOV Cooperative Agreement specifically. All provided comments throughout each year when requested on technical issues. In

particular, Mr. Nelson, Mr. Kenny, and Mr. Maxwell were incredibly generous with their time.

E. dot-GOV and the dot-COM SECRETARIAT

Activity 1: DOT-COM ALLIANCE Website and Newsletter

Partners: Academy for Educational Development; Educational Development Center.

Dot-GOV produced 19 articles for the dot-COMMENTS newsletter. These are attached to this report.

As well, dot-GOV also produced nine policy reference sheets based on the practical expert consultant done through dot-GOV for several countries. These were to provide an introduction to help those unfamiliar with an ICT policy issue. These are posted on the dot-com-alliance website and cover the following topics:

- Building Regional Regulatory Associations
- Consumer Protection
- e-Government
- Free market competition
- Interconnection
- Licensing
- Spectrum Management
- International Cyber Security
- ICTs and the Media

Activity 2: Annual Reports to the office of USAID/ Women in Development

Partners: Academy for Educational Development; Educational Development Center.

Dot-GOV provided reports on the integration of gender into project and pilot activities on an annual basis, providing dot-GOV summary reports for the WID office for 2002, 2003, 2004, and 2005. These were compiled into one document with dot-ORG and dot-EDU contributions and submitted by the dot-Com secretariat. briefings to the WID office were provided on several occasions regarding dot-GOV activities, the “Women in Technology” project implemented by the International institute for Education, and on “Women and ICTs in Central Asia.”

V. PROJECT RESULTS AND PERFORMANCE INDICATORS

The absence the final budget obligation made presentation of the richness and impact of the dot-GOV experience impractical for Internews to provide to USAID. The information and data exist to make the case for foreign assistance investment in ICT policy reform, the development of stakeholder groups and capacity building of regulatory agencies. However, Internews is confident that USAID is able to make this

case based on the information provided on a regular over the life of the Cooperative Agreement and this Final Report.

Figure 2: Suggested Intermediate Results for DOT-COM

Key Intermediate Results	Activities and Projects	Countries
1. Development of favorable policy environment.		Romania,
2. Increased participation by women in the ICT sector.		Cambodia, Algeria, Tunisia, Algeria, Sri Lanka, Bangladesh, Nepal, Mongolia, Vietnam, Thailand, and Laos.
3. Increased access of under-served communities to Internet/IT applications.		Nigeria
4. Improved capacity of institutions and NGOs to use Internet/IT applications to increase effectiveness of their work		

VI. IMPLEMENTATION ISSUES

The Cooperative Agreement was modified several times to accommodate different implementation and administrative needs. A request for a final budget modification was submitted on 3 March 2006 to adjust the original budget as per award Modification 3 and Modification 6, both of which were for separate activities that USAID/EGAT/E&I/ICT and USAID/ANE designed but did not match the original approved budget for the Leader Award. As per guidance from the USAID Contract Officers in USAID/REDSO, USAID/RCSA and USAID/Asia Bureau the majority of home office technical support and management costs associated with implementation of Associate Cooperative Agreements came from the dot-GOV Leader Award.

The Project was managed by Dr. Sarah J. Tisch, dot-GOV Chief-of-Party, with technical assistance from Dr. George Sadowsky, Senior Technical Advisor and Dr. Mary Muiruri, Resident Advisor. Management and implementation support during the was provided by Mr. Alejandro H. Bermudez-del-Villar, dot-GOV Deputy Chief of Party and Program Associates Ms. Inna Rotenberg, Ms. Julianne Zuber, Ms. Mariana O. Kind, Ms. Anissa BenSenia, and Ms. Kellie Klein. Tina Schmeltzer, Ms. Diane Dobbs, Project Accountants, Mr. Troy Gingrich, Administrative Analyst, and Ms. Shaaron Francis, Administrative Support.

VI. CONCLUSION

Some dot-GOV activities focused on policy issues, others on mobilizing and professionalizing the ICT private sector so it can voice policy issues to government. Within each region there is a true interest by governments to use ICT for development. Some are unsure of which policies to adopt to unleash this potential and also how to best implement these policies. Some are willing to see assistance to the private sector and then consider policy change. Affordable universal access to the Internet continues to be a key constraint in many countries in the region, which, as pointed out in *the Economist* issue of 12-18 March 2005 is being substituted for in the short-term via cell phones and instant messaging by those who can afford a hand-held unit.

Dot-GOV's aggregate experience is that individual activities undertaken helped move policy dialogue forward toward greater liberalization of the ICT sector-regarding competition in the telecommunications sector and in pricing of ICT tools and services. Dot-GOV sees increased capacity of both government and the ICT private sector to focus on key policy issues that hinder economic growth or inexpensive access to information, especially for disadvantaged groups like women and people in rural areas.

Where activities were connected to specific on-going USG funded projects, the activities have allowed the projects to expand beyond their original scope and build on this new breadth. The individual country activities typically increased government interest in providing greater Internet access but at the same time a desire to do so in a cyber-secure environment (one that protects critical infrastructure but also stems abuse of Internet for electronic crimes, identify theft, protection of intellectual property right and prevention of trafficking in persons, drugs, etc). These evoke a number of linked and complex policy actions that at minimum include a national cyber security strategy and the means to prosecute cyber crimes and properly hold electronic evidence without retarding the growth of civil society organizations, democracies and competitive markets.

Policy issues that would stimulate e-commerce, such as transparent licensing of Internet and telecommunications providers, lower prices for Internet access, digital signatures and cyber crime laws have become more important as a result of individual activities. Similarly, the desire to take advantage of the cyber-environment to reduce corruption through e-government modes (government-to-government and government-to-business) has also been mentioned.

Overall, the dot-GOV functioned as it was conceived, by introducing new activities and complementing other USAID funded projects, even though the original approved proposal (program description) could not be followed as per USAID/EGAT/E&I/ICT guidance. Accession to the World Trade Organization and bi-lateral trade agreements with the US are two push factors for governments to make policy changes. The second push factor comes from the private sector where government is forced to address policy issues because of the number of cross-platform ICT tools being used and the demand for these (such as multiple feature or 3G cell phones).

Activities with regional regulators associations and ASEAN have increased awareness of these bodies of how to use electronic communications to increase interactions with its members, and with other stakeholders.

It is also evident that the role played by Internews Network as the implementer of dot-GOV has also been an important factor for success. Because Internews is a registered nonprofit, governments, the private sector, civil society organizations, consumers, advocates, and universities have all been willing to engage in activities because they perceive a certain level of neutrality. This neutrality stems from Internews' (and other nonprofits) inability to make profitable investments with information gained through project activities.

This neutral role has been crucial to the development of the consultative policy reform process, where bringing together groups that otherwise would not have had a way to communicate is done within the context of international best practices. Internews has deliberately pursued and encouraged this approach in implementing dot-GOV activities whenever possible.

Internews Network is grateful to USAID/EGAT/E&I/ICT, the U.S. Embassies and the Department of Justice for assistance in implementation of this Associate Cooperative Agreement. The regular meetings and information exchange of the dot-COM Alliance, the three Cooperative Agreements linked through the Secretariat made it possible to coordinate activities and reduce duplication of effort that would have been impossible through other means. Internews was very satisfied with the relationships forged with dot-ORG (AED) and dot-EDU (EDC) through this experience.

Finally, the country governments and the sub contracting partners were essential to delivering successful project activities. Without their interest in policy reform none of the successes or new dialogues initiated in each country would have been possible.



Working with USAID, dot-GOV promotes pro-competitive policy and regulatory reform to enhance economic and social development and provide universal access, especially for women and geographically and socially isolated populations.
More information is available at: www.dot-com-alliance.org/dotgov/.